From: "Liz Hildick" < hildick@mortongruber.com > on 07/14/2004 11:26:55 AM

Subject: Debit Card Fees

Currently, I feel consumers are not adequately informed that a fee is being charged when making pin-based transactions. Pin-based fees should definitely be disclosed (at the very least) on a terminal receipt, whether or not the fee is part of the transaction or is a separate transaction. I have received statements from my bank saying "\$2.00 – Service Charge" and that is the only information I get as to where that \$2.00 was assessed. I have no idea if it is my bank, or if it is any retail establishment I used my debit card in, until I physically go to the bank and have them run through my activity and tell me specifically where that charge was assessed.

I just started to figure out that this is going on – this extra fee. I feel it is currently a hidden fee, there is no disclosure by the establishment that using my pin will result in me being charged a \$X fee as there is at ATMs. I think the consumer should be warned beforehand, and have the option to continue with payment via the pin-based debit, or use some other form of payment for which no fee will be assessed. This could be as simple as having a sign up that says "using a pin-based debit card to make your transaction will result in a service charge of \$x in addition to your total. This service charge will show up on your monthly debit card statement" or something to that effect, while the electronic systems used at the point-of-sale are transitioned over to something that allows the customer to agree to and accept the fee before continuing the transactions (like an ATM currently does).

Thanks very much,

Liz Hildick

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